

AO 120 (Rev. 3/04)

<b>TO:</b> <b>Mail Stop 8</b> <b>Director of the U.S. Patent and Trademark Office</b> <b>P.O. Box 1450</b> <b>Alexandria, VA 22313-1450</b>	<b>REPORT ON THE</b> <b>FILING OR DETERMINATION OF AN</b> <b>ACTION REGARDING A PATENT OR</b> <b>TRADEMARK</b>
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In Compliance with 35 U.S.C. § 290 and/or 15 U.S.C. § 1116 you are hereby advised that a court action has been  
filed in the U.S. District Court Delaware on the following ☒ Patents or ☐ Trademarks:

<b>DOCKET NO.</b> 09cv975	<b>DATE FILED</b> 12/20/09	<b>U.S. DISTRICT COURT</b> DISTRICT OF DELAWARE
<b>PLAINTIFF</b>  KANA Software, Inc.		<b>DEFENDANT</b>  Versata Enterprises, Inc., et al.
<b>PATENT OR TRADEMARK NO.</b>	<b>DATE OF PATENT OR TRADEMARK</b>	<b>HOLDER OF PATENT OR TRADEMARK</b>
1 5,432,934	7/11/1995	Gensym Corporation
2 5,802,514	9/1/1998	Vision Software Tools, Inc.
3 6,016,394	1/18/2000	TenFold Corporation
4 6,647,396 B2	11/11/2003	Trilogy Development Group, Inc.
5 6,754,654 B1	6/22/2004	Trilogy Development Group, Inc.
6,834,282 B1	12/21/2004	Trilogy Development Group, Inc.
6,834,287 B1	12/21/2004	Trilogy Development Group, Inc.
6,862,573 B2	3/1/2005	Clear Technology, Inc.
7,082,454 B1	7/25/2006	Trilogy Development Group, Inc.
7,092,740 B1	8/15/2006	Trilogy Development Group, Inc.
7,395,935 B1	4/15/2008	Versata Development Group, Inc.
7,502,634 B2	3/10/2009	Versata Development Group, Inc.

In the above—entitled case, the following patent(s)/ trademark(s) have been included:

<b>DATE INCLUDED</b>	<b>INCLUDED BY</b> <input type="checkbox"/> Amendment <input type="checkbox"/> Answer <input type="checkbox"/> Cross Bill <input type="checkbox"/> Other Pleading	
<b>PATENT OR TRADEMARK NO.</b>	<b>DATE OF PATENT OR TRADEMARK</b>	<b>HOLDER OF PATENT OR TRADEMARK</b>
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